address, Telephone number etc. of the SSA head whom the customers may contact in case of any grievance/complaint.

(iv) Complaints against the franchisees are investigated and if found true, action as per rules is taken against the franchisees, including cancellation of the PCO connection.

(v) CGMs have been instructed to conduct periodic checks to see that the orders are enforced.

(c) Does not arise in view of (a) and (b) above.

Dolphin's Market in Delhi

990. SHRI C. RAMACHANDRAIAH: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the details of Mahanagar Telephone Nigam Limited Cellular Service under brand name of "DOLPHIN" launched in February, 2001;

(b) whether the aforesaid service which was inaugurated with much fanfare with its aggressive stance, initiated a price-war in Delhi Cellular market;

(c) if so, the details thereof;

(d) whether despite competitive low prices, MTNL Cell subscriber's base has been dwindling consistently during the last four months;

(e) if so, the details thereof and the reasons therefor; and

(f) the measures taken to make 'Dolphin' market-leader in Delhi?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) Dolphin Cellular Mobile service of MTNL was launched on 07.02.2001 (in Delhi) and on 27.02.2001 (in Mumbai) with a total capacity of 1,00,000 mobiles connections each.

(b) and (c) As MTNL is committed to provide affordable Cellular mobile Telephone service to its customers in Delhi and Mumbai, accordingly the tariff has been rationalized with the approval of TRAI.

(d) No, Sir.

(e) Does not arise.

(f) MTNL has introduced following steps to improve the cellular service.

(i) Network optimization is being carried out to improve the coverage.

(ii) Adjoining towns *viz.* Faridabad, Gurgaon, Ghaziabad, Noida (in Delhi) and Kalyan, Navi Mumbai (in Mumbai) are also being covered.

(iii) Adequate numbers of franchisees are being engaged to market the service.

(iv) Roaming facilities are being extended to all the places within the country as well as abroad.

(v) Prepaid service is proposed to be started soon.

Norms for opening of Post Offices

†991. SHRI KRIPAL PARMAR: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the existing norms for opening of post offices in rural, urban, tribal and backward areas;

(b) whether the suggestions in the report of the Justice Talwar Committee regarding the amendment of the existing norms have since been implemented?

(c) if so, when; and

(d) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) The information asked for is given in the Statement (*See* below).

(b) The terms of reference of the Justice Talwar Committee did not cover norms for opening at Post Offices.

(c) and (d) Do not arise in view of (b) above.

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†Original notice of the Question was received in Hindi.